

Tariff No. \_\_\_\_\_

\_\_\_\_\_ Revised Page No. \_\_\_\_\_

Company Name/Permit Number:

Registered Trade Name:

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Item 17 – Refunds

**Credit due the customer.** When there has been a transaction that results in a credit due the customer, the following apply:

- (a) If the amount due is five dollars or less, an adjustment will be made to the customer's account. The adjustment must be shown on the next regular bill.
- (b) If the amount due is more than five dollars, the customer may accept an account adjustment or may request a refund.
  - If the customer elects to have an account adjustment made, the adjustment must show on the next regular billing.
  - If the customer elects to receive a refund, the company must issue a check within thirty days of the request.

**Overcharges.** Once a company becomes aware that it has overcharged a customer, it must provide a refund or an account adjustment credit to the customer. The customer must be given a choice as to which option is preferred. The refund or credit must be the amount overcharged in the three years before the date of discovery.

- If the customer elects to have an account adjustment made, the adjustment must show on the next regular billing.
- If the customer elects to receive a refund, the company must issue a check within thirty days of the request.

**Prepayments.** If a customer has paid service fees in advance, service is discontinued during the pre-billed period, and the customer is due a refund, the following apply:

- (a) A company must honor all requests for refunds of the unused portion of prepayments.
- (b) If the customer provides a forwarding address to the company or one can be obtained from the Post Office, the company must issue a refund check no more than thirty days following the customer's request.
- (c) If the customer cannot be located or did not provide a forwarding address and the U.S. Post Office cannot furnish a forwarding address, the amount may be presumed to be abandoned and is subject to the Uniform Unclaimed Property Act after one year.

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Issued by:

Issue date:

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(For Official Use Only)

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